

# IDAHO ENTERPRISE SERVICES OVERSIGHT COMMITTEE

## OFFICIAL MINUTES

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February 3, 2010

A meeting of the Idaho Enterprise Services Oversight Committee (ESOC) was held on this date in Room 155, 650 West State Street, Boise, Idaho. The meeting was called to order at 2:00 p.m.

### **Members Present:**

Steve Wilson, Office of the State Controller, Committee Chair  
Becky Barton-Wagner, Department of Insurance  
Carla Casper, Department of Administration  
Platt Thompson, Analyze Soft Inc

### **Others Present:**

Bob Hough, Office of the State Controller  
Scot Maring, Department of Administration  
Cheryl Marsh, Department of Administration  
Brett Richard, Idaho Department of Labor

### **Opening Comments**

Steve Wilson, Committee Chair, reported that he had recently changed jobs and now works for the Office of the State Controller (SCO). Since this position is with a constitutional officer that is not bound by the decisions of this committee and because Idaho Consolidated Services (ICS) equipment is housed at SCO, he did not feel it was appropriate to continue on as Committee Chair. Effective next month, Shannon Barnes will chair the committee and the ESOC will need to decide how to fill the co-chair position.

## **Approval of Minutes**

Since there was no quorum of voting members, the approval of the minutes from the December 2009 meeting was deferred until next month.

## **Performance Measures Review and Demonstration**

Cheryl Marsh, Office of the Chief Information Officer (OCIO), demonstrated the automated capability to review performance measures by OCIO's help desk tool, Service-Now. Cheryl reported that Service-Now had issued a new release since the last meeting and this new release was impacting the current matrix and measurements. It would therefore require changes to the current setup.

Cheryl did report that there had been one unplanned 50-minute downtime to the system due to a power cable issue. However, there was no impact to the email capability to anyone inside the state network and it would have only impacted anyone using web access. OCIO received no calls on email disruption.

One issue discussed was the report covering the number of incidents. The current report grouped Level 1 and Level 2 incidents together. These two groups need to be separated.

Another issue discussed was the report covering First Contact Resolution. Since any incident reported by an agency that has its own IT support would automatically be at least a Level 2 incident, more time would be required to resolve and the First Contact Resolution statistic would be skewed. This statistic may be more meaningful if it only applies to the agencies that receive Level 1 support from the OCIO. This statistic could also be broken into two categories; agencies that receive Level 1 support from the OCIO and those that don't. The OCIO was tasked to provide a recommendation at the next meeting.

## **Agency Migration Update**

Carla Casper reported that 36 agencies and 1,600 users have migrated to date. The end of February is the target date for completing the migration of all of the State Tax Commission's servers. Steve Wilson added that the remaining Gen-Tax servers are scheduled to migrate over the President's Day long weekend. If all goes smoothly, the State Tax Commission should meet the target date and be finished with migration by the end of February.

Carla also reported that the agencies scheduled for migration as the second half of Phase I are being re-engaged for preparation. This includes the Potato Commission, Department of Finance, Department of Fish and Game, and Idaho Department of Transportation (ITD). Since ITD will probably require 12 to 18 months to prepare, it is doubtful that they will migrate this fiscal year. She is therefore looking to migrate other smaller agencies to reach the 5,000 user goal. Other agencies that have expressed interest in migrating are the Department of Juvenile Corrections, Department of Lands, Department of Agriculture, and the Division of Veterans Services.

## **Read Only Domain Controller Test Results**

Steve Wilson reported the State Tax Commission had decided to not use Read Only Domain Controllers (RODC). When they had pulled their domain controllers from remote locations in preparation for migration, performance had dropped to where they were considering using RODCs. However, since then, configuration changes have been made that improved performance enough that RODCs are no longer needed.

## **Services Portfolio/Consolidated Services Planning**

Since Shannon Barnes was not present, this topic was deferred until next month.

## **Operational Requirements For New Services**

Since Shannon Barnes was not present, this topic was deferred until next month.

## **Finalize Documents – Service Agreement**

Since there was no quorum of voting members, this document will be emailed to members for discussion and approval.

## **Finalize Documents – MOU/AUP**

Since this document had not been fully reviewed by the Department of Administration's Deputy Attorney General, this topic was deferred until next month.

## **Newsletter**

Since Landis Rossi was not present, this document will be emailed to members for discussion and approval.

## **Begin Discussions on new Services**

Since there was no quorum of voting members, discussions were deferred to next month. Steve Wilson stated that an agenda item for next month will be to review the entire list of services originally planned for Final Operational Capacity (FOC) so that the list can be reduced down to four or five services on which the Technical Subcommittee can then review, discuss, and provide recommendations.

## **Document Review Results**

Since there was no quorum of voting members, decisions were deferred to next month. Steve Wilson had reviewed the Policies and Procedures document and found no major issues. Carla Casper had reviewed the Security Policy and Active Directory Design document and found requirements that were not being accomplished at this time.

Steve added that before the next meeting, the documents were to be emailed to all committee members and that they were to come prepared to approve or not approve the documents at the meeting.

## **Other**

Steve Wilson clarified that with his move to the SCO, he will remain on the committee as SCO's official representative. Tom Peterman will only attend the meetings if needed and will remain a contact for technical issues. Steve's replacement at the State Tax Commission will probably not be filled for another month or two and that person will become the agency's committee representative.

## **Adjournment**

The meeting was adjourned at 3:07 p.m.

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Steve Wilson, Chairman  
Idaho Enterprise Services Oversight Committee

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Scot R. Maring, Project Coordinator  
Department of Administration